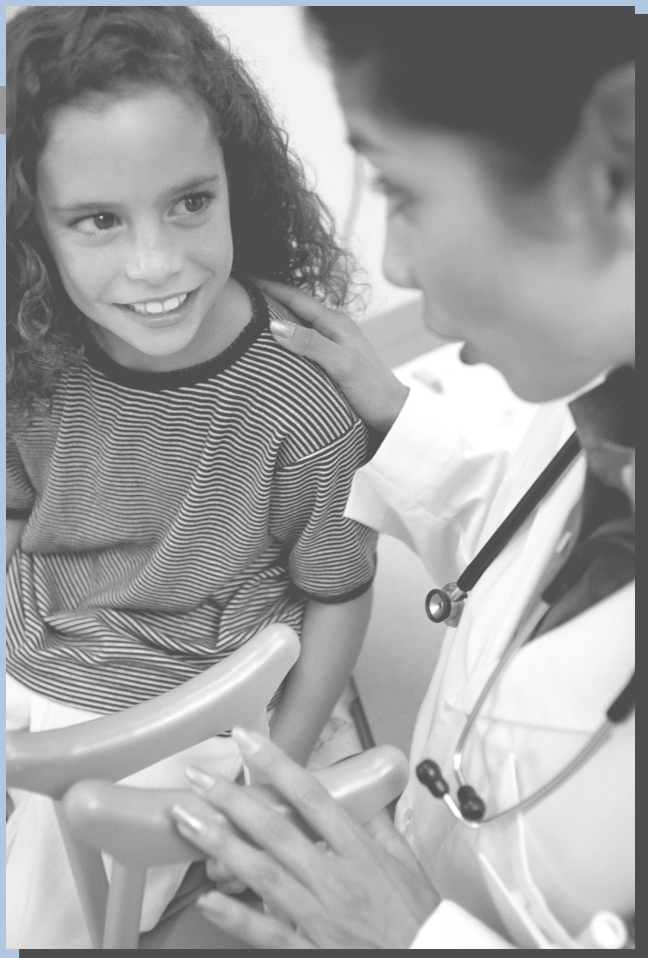


2001 Utah HMO Performance Report

How to Compare HMOs

Part I - 2001 Consumer Satisfaction Survey Results



From the Utah Department of Health
Health Data Committee and Division of Health Care Financing
October 2001

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ABOUT THIS REPORT

This report is a collaborative effort among the Utah Department of Health (Division of Health Care Financing and the Health Data Committee) and Health Maintenance Organizations (HMOs) in Utah. All operating HMOs in 2000 participated in the 2001 HMO Enrollee Satisfaction Survey. They are:

Altius Health Plans (Altius)

Cigna Healthcare of Utah (Cigna)

IHC Health Plans (Medicaid: IHC Access, Commercial: IHC)

Molina Health Care/American Family Care (AFC/Molina, AFC Plus/Molina)

Regence BlueCross BlueShield of Utah (RBCBSU)

UnitedHealthcare of Utah (Medicaid: United MedChoice, Commercial: UHC)

University of Utah Health Network (Medicaid: Healthy U, Commercial: UUHN)

In this report, the results of the 2001 HMO Enrollee Satisfaction Survey are presented. The survey measured how members of these HMOs think about the health care services they received during 2000.



SOURCES OF INFORMATION

How was the information in this report collected?



HMO Enrollee Satisfaction Survey

Over 8,300 HMO enrollees in Utah completed the survey by mail and telephone follow-up calls in the Spring of 2001. For Medicaid HMOs, both adults and children were interviewed, whereas only adult enrollees were surveyed for Commercial HMOs. For Medicaid child enrollees, their parents or guardians responded to the survey. The number of respondents, response rate, and participating HMOs for each survey, are summarized below.

Survey	Respondents	Response rate	Participating HMOs
Medicaid Adult Survey	2,223	54.3%	AFC/Molina, AFC Plus/Molina, Healthy U, IHC Access, United MedChoice
Medicaid Child Survey	2,064	53.4%	AFC/Molina, AFC Plus/Molina, Healthy U, IHC Access, United MedChoice
Commercial Adult Survey	4,059	53.1%	Altius, Cigna, IHC, RBCBSU, UHC, UUHN

DataStat, Inc., an independent survey company, conducted the interviews and delivered the data to the Office of Health Care Statistics in the Utah Department of Health for analysis.

The survey asked Utah HMO enrollees about their experiences with their HMO and their medical care during the last six months (Medicaid HMOs) or twelve months (Commercial HMOs). It asked about matters that members know best, such as "Was it easy to get care?" and "Did doctors explain things in a way you could understand?"

The survey questionnaire came from Consumer Assessment of Health Plans (CAHPS). CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ), and has been used nationwide.

ABOUT HMOs

What are HMOs and how do they work?

HMOs offer their members comprehensive health insurance through a network of selected hospitals and doctors in exchange for a prepaid premium. HMOs contract with certain doctors, hospitals, and other health care providers who work together to provide care to the members of the HMO.

Traditional fee-for-service insurance permits one to get care from any doctor or hospital but at higher out-of-pocket costs, while HMO enrollees obtain care from doctors and hospitals that are part of the HMO's provider network at lower out-of-pocket costs than fee-for-service.

Enrollees of an HMO usually need to choose a Primary Care Physician (PCP) from the network, who takes care of most of the patient's medical needs. To go to a specialist, enrollees usually need a referral from their PCP.

Medicaid HMOs

Medicaid provides health coverage for eligible people who may not have other health insurance. Utah Medicaid contracts with HMOs to cover most Medicaid benefits. If Medicaid clients live in Davis, Salt Lake, Utah, or Weber County, they probably are enrolled in an HMO.

HMOs in Utah

Medicaid HMOs

American Family Care/Molina
American Family Care Plus*/Molina
Healthy U
IHC Access
United MedChoice

Commercial HMOs

Altius
Cigna
IHC Health Plans
RBCBSU
UHC
UUHN

* AFC Plus/Molina is the only Medicaid HMO that operates in some of Utah's rural counties. In the year 2000, AFC Plus/Molina started enrolling clients living in Cache, Iron, and Washington counties.

HOW TO READ THIS REPORT

In this report, each performance measure is reported in two ways: in a star table and in a bar graph.

Star tables

Tables with stars summarize Utah HMOs' performance and show how the HMOs compare to the statewide average.

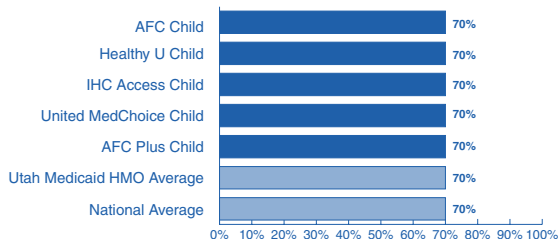
Stars compare each HMO's score to the average for Utah HMOs. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star shows that an HMO's performance on particular measure is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly below or above the state average.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah HMO average.
- ★ **Lower.** HMO score is below the average for Utah HMOs.

Bar graphs

Bar graphs show each HMO's actual scores for each measure¹. Bar graphs like the one shown below display the percentage of HMO members who responded positively to a performance measure. The bar at the bottom of each graph reports the average for all participating Utah HMOs.



HOW TO READ THIS REPORT

continued

Technical Notes

1. Each performance measure derived from the consumer survey includes one to four questions related to the topic. The star tables and bar graphs reflect the overall evaluation of all related questions for each topic. The specific questions pertaining to each topic are presented in the following pages.

General Note: The Utah HMO averages are adjusted by members' age and health status distribution for each HMO. In other words, the analysis of the survey results assumes that members' age and health status in all participating HMOs are evenly distributed. Ninety-five percent confidence intervals for each HMO's measures are used to compare with Utah HMO average.

MEDICAID HMO CHILD ENROLLEE SATISFACTION SURVEY

Parents/guardians of over 2,000 children from 5 Medicaid HMOs completed the survey, accomplishing a 53.4% response rate.

AFC/Molina, AFC Plus/Molina, Healthy U, IHC Access, and United MedChoice participated in 2001 HMO Enrollee Satisfaction survey for Medicaid HMO Child Enrollees.

Standard benefits:

- Case management and care coordination
- Diagnostic services (lab, x-rays, etc.)
- Education (diabetes, HIV prevention, etc.)
- Eye exam (exam, eyeglasses)
- Family planning services
- Home health care
- Hospice
- Hospital (inpatient, outpatient)
- Interpretive services
- Kidney dialysis
- Maternity care (prenatal, delivery, postnatal)
- Medical equipment and supplies
- Organ transplants
- Physical and occupational therapy
- Physician office visits
- Podiatry services
- Preventative care (mammograms, pap smears, etc.)
- Speech and hearing services
- Urgent and emergency services
- Well-child care to age 21 (check-ups, immunizations, etc.)

ABOUT THE PEOPLE SURVEYED

Medicaid Child Survey

		AFC/ Molina	AFC Plus /Molina	Healthy U	IHC Access	United MedChoice	UT Medicaid HMO Average
Child's overall health status now	Excellent	38%	39%	37%	41%	41%	39%
	Very good	37%	38%	34%	34%	33%	35%
	Good	21%	17%	24%	20%	22%	21%
	Fair	3%	4%	4%	4%	4%	4%
	Poor	0%	1%	1%	1%	1%	1%
Age of child enrollees	Less than 1 year old	16%	10%	10%	10%	6%	11%
	1 to 2 years old	25%	33%	29%	21%	24%	26%
	3 to 4 years old	19%	23%	18%	20%	18%	20%
	5 to 7 years old	16%	15%	16%	21%	24%	18%
	8 to 10 years old	15%	11%	16%	15%	18%	15%
	11 to 13 years old	8%	8%	12%	13%	10%	10%
Gender of child enrollees	Male	51%	55%	48%	49%	53%	51%
	Female	49%	45%	52%	51%	47%	49%
Education of parent or guardian	8th grade or less	5%	3%	10%	2%	6%	5%
	Some high school	17%	13%	26%	10%	21%	17%
	High school graduate/GED	34%	30%	28%	34%	34%	32%
	Some college/2 year degree	35%	42%	27%	39%	31%	35%
	4-year college graduate	7%	9%	9%	10%	6%	8%
	More than 4-yr college graduate	3%	2%	1%	4%	2%	2%
Race of child enrollees	White	79%	91%	62%	81%	77%	78%
	Black	4%	2%	10%	6%	6%	6%
	Asian	1%	0%	3%	2%	1%	1%
	Native Hawaiian/Pacific Islander	3%	1%	4%	2%	2%	2%
	American Indian/Alaska Native	1%	4%	5%	2%	2%	3%

HMO ACCESS AND SERVICES

Do clients have access to the care and services they need?



Stars compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower.** HMO score is below the average for Utah Medicaid HMOs.

MEDICAID CHILD SURVEY



HMO

Rating of
HMO

Getting
needed care

Getting care
quickly

Customer
service

AFC/Molina

★★

★★

★★

★★

Healthy U

★★

★★

★★

★★

IHC Access

★★

★★

★★★★

★★

United
MedChoice

★★

★★

★★

★★

AFC Plus/
Molina

★★

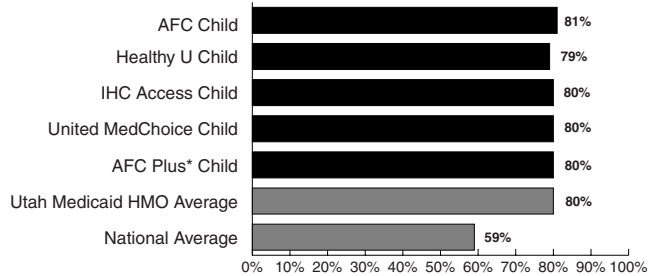
★★★★

★★

★★

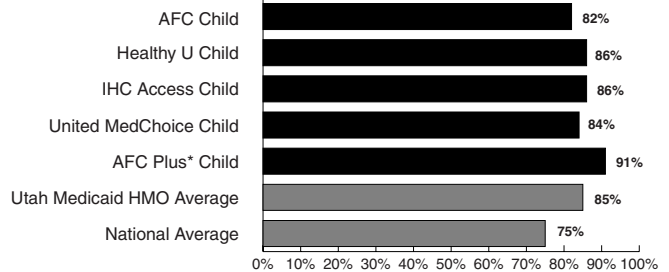
Rating of HMO

This graph shows the percentage of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



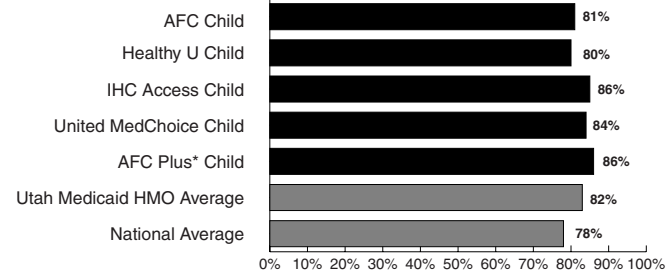
Getting needed care

This graph shows the percent who responded “not a problem” when asked about getting: 1) a personal doctor they are happy with, 2) a referral to see a specialist, 3) necessary care, and 4) timely approvals for care.



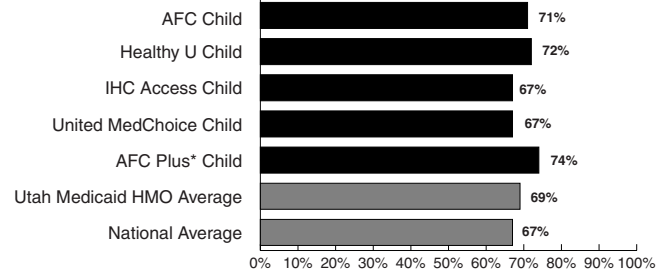
Getting care quickly

This graph shows the percent who responded “always” or “usually” when asked about getting: 1) advice, 2) timely care for illness/injury, 3) timely appointments, and 4) responded “never” or “sometimes” to waiting over 15 minutes past their appointment time.



HMO customer service and information

The graph below shows the percent who responded “not a problem” when asked about: 1) getting needed help from customer service and 2) finding or understanding written HMO information.



*Note: AFC Plus/Molina is the only HMO available in rural areas

Source of National Average: NCQA, 2001. “The State of Managed Care Quality.” NCQA Website: www.ncqa.org

DOCTORS AND MEDICAL CARE

Are clients satisfied with their doctors and other health care providers?



Stars compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower.** HMO score is below the average for Utah Medicaid HMOs.

MEDICAID CHILD SURVEY



HMO

Rating of
health
care

Rating of
personal
doctor/nurse

How well
doctors
communicate

Courtesy/
respect/
helpfulness
of office staff

AFC/Molina

★

★

★★

★★

Healthy U

★★

★★

★★

★★

IHC Access

★★

★★

★★

★★

United
MedChoice

★★

★★

★★

★★

AFC Plus/
Molina

★★★★

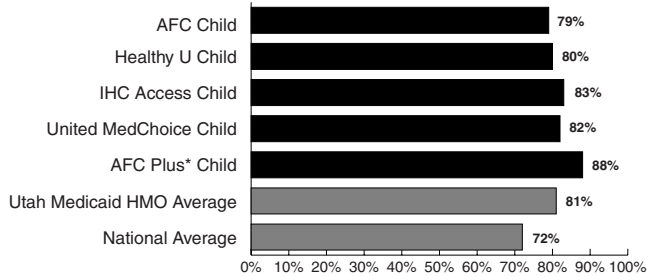
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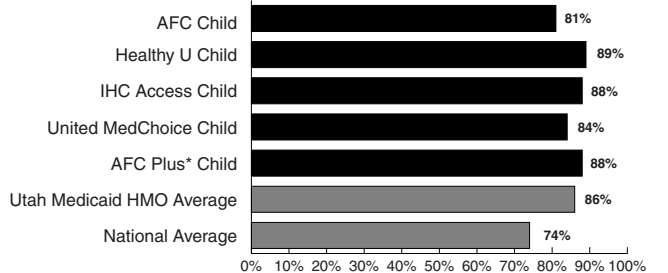
Rating of health care

This graph shows the percentage of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being “best health care possible.”



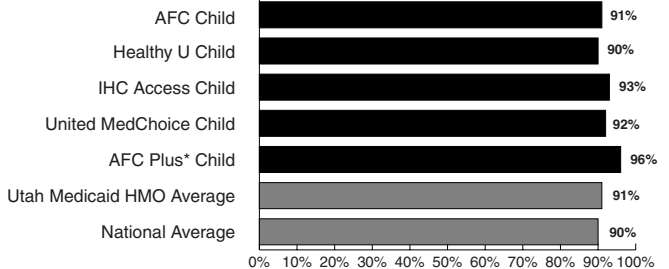
Ratings of personal doctor/nurse

This graph shows the percentage of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



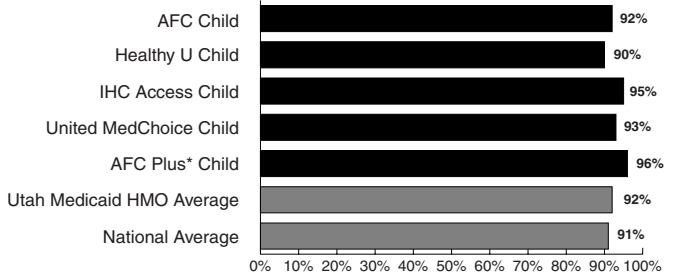
How well doctors communicate

This graph shows the percentage of people who responded “always” or “usually” when asked about their doctor: 1) listening carefully, 2) explaining things clearly, 3) showing respect, 4) spending enough time with them.



Helpfulness of office staff

Courtesy, respect, and helpfulness of medical office staff. This graph shows the percentage of people who responded “always” or “usually” when asked if office staff: 1) treated them with courtesy and respect and 2) were as helpful as they should be.



*Note: AFC Plus/Molina is the only HMO available in rural areas

Source of National Average: NCQA, 2001. “The State of Managed Care Quality.” NCQA Website: www.ncqa.org

MEDICAID HMO ADULT ENROLLEE SATISFACTION SURVEY

Over 2,200 adults from 5 Medicaid HMOs completed the survey, accomplishing 54.3% response rate.

AFC/Molina, AFC Plus/Molina, Healthy U, IHC Access, and United MedChoice participated in 2001 HMO Enrollee Satisfaction survey for Medicaid HMO Adult Enrollees.

Standard benefits:

- Case management and care coordination
- Diagnostic services (lab, x-rays, etc.)
- Education (diabetes, HIV prevention, etc.)
- Eye exam (exam, eyeglasses)
- Family planning services
- Home health care
- Hospice
- Hospital (inpatient, outpatient)
- Interpretive services
- Kidney dialysis
- Maternity care (prenatal, delivery, postnatal)
- Medical equipment and supplies
- Organ transplants
- Physical and occupational therapy
- Physician office visits
- Podiatry services
- Preventative care (mammograms, pap smears, etc.)
- Speech and hearing services
- Urgent and emergency services
- Well-child care to age 21 (check-ups, immunizations, etc.)

ABOUT THE PEOPLE SURVEYED

Medicaid Adult Survey

		AFC/ Molina	AFC Plus /Molina	Healthy U	IHC Access	United MedChoice	UT Medicaid HMO Average
Respondents' overall health status now	Excellent	7%	12%	8%	8%	9%	9%
	Very good	16%	16%	13%	18%	16%	16%
	Good	36%	33%	29%	35%	31%	33%
	Fair	27%	25%	33%	24%	29%	28%
	Poor	13%	14%	17%	14%	15%	15%
Age of respondents	18 to 24	12%	13%	8%	14%	11%	12%
	25 to 34	20%	20%	16%	20%	19%	19%
	35 to 44	21%	26%	21%	19%	20%	21%
	45 to 54	13%	16%	19%	15%	15%	16%
	55 to 64	12%	10%	14%	12%	13%	12%
	65 to 74	11%	8%	13%	11%	14%	11%
	75 or older	11%	7%	10%	8%	8%	9%
Gender of respondents	Male	21%	26%	37%	24%	29%	28%
	Female	79%	74%	63%	76%	71%	72%
Education of respondents	8th grade or less	13%	5%	14%	10%	14%	11%
	Some high school	23%	19%	20%	17%	21%	20%
	High school graduate/GED	37%	35%	30%	35%	36%	35%
	Some college/2 year degree	23%	34%	29%	32%	22%	28%
	4-year college graduate	2%	5%	5%	4%	5%	4%
	More than 4-yr college graduate	2%	2%	3%	2%	3%	2%
Race of respondents	White	85%	92%	83%	85%	77%	84%
	Black	1%	1%	2%	1%	1%	1%
	Asian	3%	1%	2%	1%	8%	3%
	Native Hawaiian/Pacific Islander	1%	1%	1%	2%	1%	1%
	American Indian/Alaska Native	3%	4%	4%	3%	3%	3%

HMO ACCESS AND SERVICES

Do clients have access to the care and services they need?



Stars compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower.** HMO score is below the average for Utah Medicaid HMOs.

MEDICAID ADULT SURVEY



HMO

Rating of
HMO

Getting
needed care

Getting care
quickly

Customer
service

AFC/Molina

★★

★★

★★

★★

Healthy U

★★

★★

★★

★★

IHC Access

★★

★★

★★

★★

United
MedChoice

★★

★★

★★

★★

AFC Plus/
Molina

★★

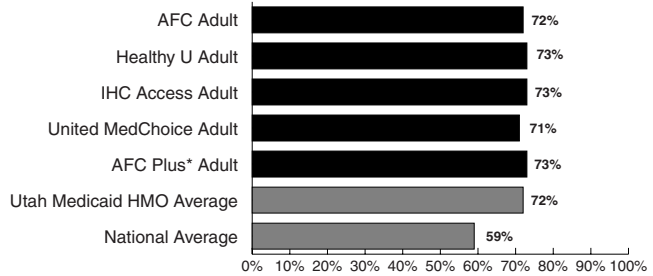
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★★★★

★★

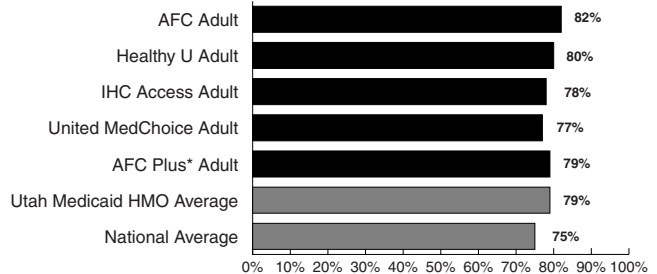
Rating of HMO

This graph shows the percentage of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



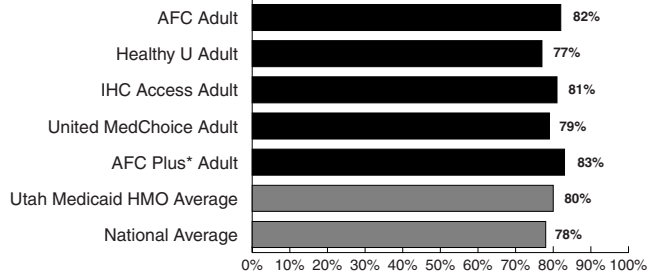
Getting needed care

This graph shows the percent who responded “not a problem” when asked about getting: 1) a personal doctor they are happy with, 2) a referral to see a specialist, 3) necessary care, and 4) timely approvals for care.



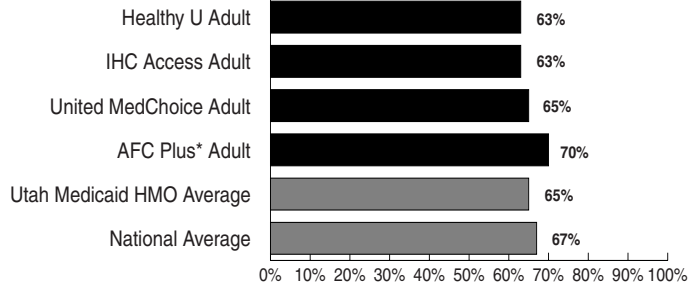
Getting care quickly

This graph shows the percent who responded “always” or “usually” when asked about getting: 1) advice, 2) timely care for illness/injury, 3) timely appointments, and 4) responded “never” or “sometimes” to waiting over 15 minutes past their appointment time.



HMO customer service and information

This graph shows the percent who responded “not a problem” when asked about: 1) getting needed help from customer service and 2) finding or understanding written HMO information.



*Note: AFC Plus/Molina is the only HMO available in rural areas

Source of National Average: NCQA, 2001. “The State of Managed Care Quality.” NCQA Website: www.ncqa.org

DOCTORS AND MEDICAL CARE

Are clients satisfied with their doctors and other health care providers?



Stars compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

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- ★★ **Average.** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower.** HMO score is below the average for Utah Medicaid HMOs.

MEDICAID ADULT SURVEY



HMO

Rating of
health
care

Rating of
personal
doctor/nurse

How well
doctors
communicate

Courtesy/
respect/
helpfulness
of office staff

AFC/Molina

★★

★★

★★

★★

Healthy U

★★

★★

★★

★★

IHC Access

★★

★★

★★

★★

United
MedChoice

★★

★★

★★

★

AFC Plus/
Molina

★★

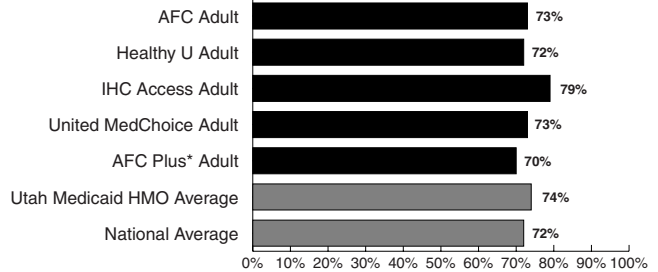
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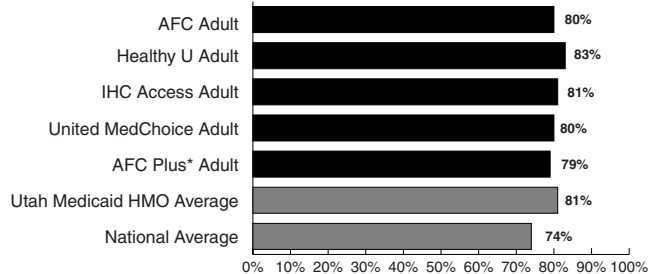
Rating of health care

This graph shows the percentage of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being “best health care possible.”



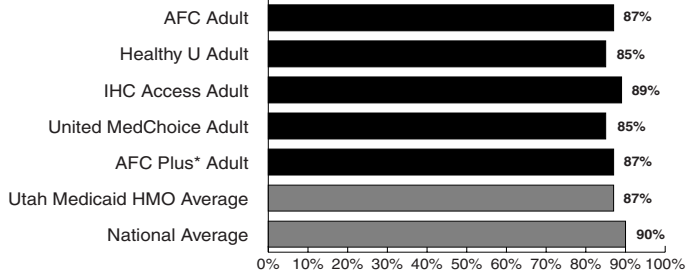
Ratings of personal doctor/nurse

This graph shows the percentage of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



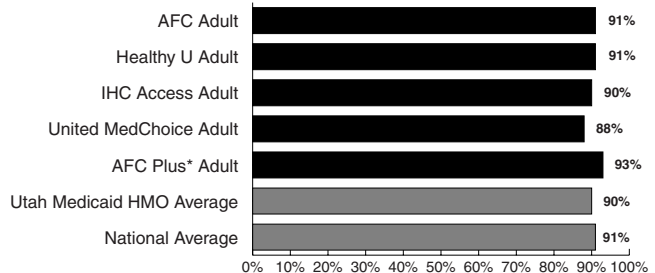
How well doctors communicate

This graph shows the percentage of people who responded “always” or “usually” when asked about their doctor: 1) listening carefully, 2) explaining things clearly, 3) showing respect, 4) spending enough time with them.



Helpfulness of office staff

Courtesy, respect, and helpfulness of medical office staff. This graph shows the percentage of people who responded “always” or “usually” when asked if office staff: 1) treated them with courtesy and respect and 2) were as helpful as they should be.



*Note: AFC Plus/Molina is the only HMO available in rural areas

Source of National Average: NCQA, 2001. “The State of Managed Care Quality.” NCQA Website: www.ncqa.org

COMMERCIAL HMO ADULT ENROLLEE SATISFACTION SURVEY

Over 4,000 adults from 6 commercial HMOs completed the survey, accomplishing 53.1% response rate.

Altius, Cigna, IHC, RBCBSU, UnitedHealthcare, and UUHN participated in 2001 HMO Enrollee Satisfaction survey for Commercial HMO Adult Enrollees.

Standard benefits:

- Case management and care coordination
- Diagnostic services (lab, x-rays, etc.)
- Education (diabetes, HIV prevention, etc.)
- Eye care (exam, eyeglasses)
- Family planning services
- Home health care
- Hospice
- Hospital (inpatient, outpatient)
- Interpretive services
- Kidney dialysis
- Maternity care (prenatal, delivery, postnatal)
- Medical equipment and supplies
- Organ transplants
- Pharmacy
- Physical and occupational therapy
- Physician office visits
- Podiatry services
- Preventative care (mammograms, pap smears, etc.)
- Skilled nursing facility
- Speech and hearing services
- Urgent and emergency services
- Well-child care to age 21 (check-ups, immunizations, etc.)

ABOUT THE PEOPLE SURVEYED

Commercial Adult Survey

		Altius	Cigna	IHC	RBCBSU	UHC	UUHN	Utah Commercial HMO Average
Respondents' overall health status now	Excellent	17%	21%	24%	27%	24%	26%	23%
	Very good	42%	45%	41%	43%	40%	41%	42%
	Good	31%	27%	29%	25%	28%	28%	28%
	Fair	9%	5%	5%	4%	7%	5%	6%
	Poor	2%	1%	1%	1%	1%	1%	1%
Age of respondents	18 to 24	12%	13%	13%	12%	13%	13%	13%
	25 to 34	16%	28%	21%	27%	18%	28%	23%
	35 to 44	21%	28%	25%	25%	25%	27%	25%
	45 to 54	26%	19%	25%	22%	27%	18%	23%
	55 to 64	18%	10%	12%	10%	13%	11%	13%
	65 to 74	4%	2%	3%	2%	2%	2%	3%
	75 or older	1%	0%	2%	0%	0%	0%	1%
Gender of respondents	Male	39%	42%	39%	36%	38%	34%	38%
	Female	61%	58%	61%	64%	62%	66%	62%
Education of respondents	8th grade or less	0%	1%	1%	0%	1%	0%	1%
	Some high school	3%	3%	2%	3%	4%	2%	3%
	High school graduate/GED	27%	25%	23%	22%	23%	13%	22%
	Some college/2 year degree	44%	46%	44%	48%	38%	34%	43%
	4-year college graduate	15%	17%	18%	15%	17%	19%	17%
	More than 4-yr college graduate	11%	8%	11%	11%	15%	32%	15%
Race of respondents	White	91%	92%	93%	94%	95%	86%	92%
	Black	1%	1%	1%	0%	1%	1%	1%
	Asian	2%	2%	2%	2%	1%	8%	3%
	Native Hawaiian/Pacific Islander	0%	1%	1%	0%	0%	1%	1%
	American Indian/Alaska Native	1%	1%	1%	1%	0%	1%	1%

HMO ACCESS AND SERVICES

*Do clients have access to the care
and services they need?*

Stars compare each HMO's score to the average score for Utah Commercial HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower.** HMO score is below the average for Utah commercial HMOs.

COMMERCIAL ADULT SURVEY



HMO

Rating of HMO

Getting needed care

Getting care quickly

Customer service

Altius

★★

★★

★★

★★

Cigna

★

★

★★

★

IHC

★★★★

★★★★

★★

★★★★

RBCBSU

★★

★★

★★

★

UHC

★★

★★

★★

★★

UUHN

★★★★

★★★★

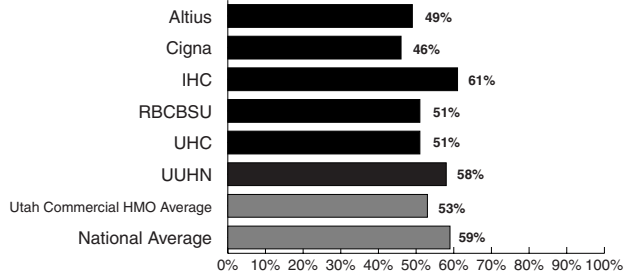
★★★★

★★★★

COMMERCIAL ADULT SURVEY

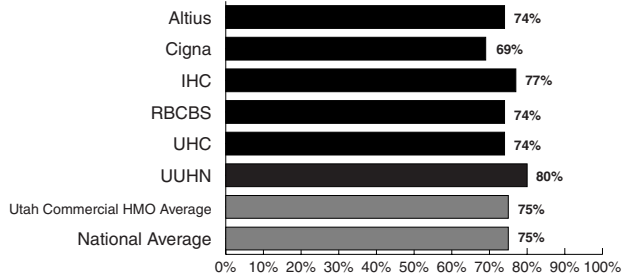
Rating of HMO

This graph shows the percentage of people who rated their HMO as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



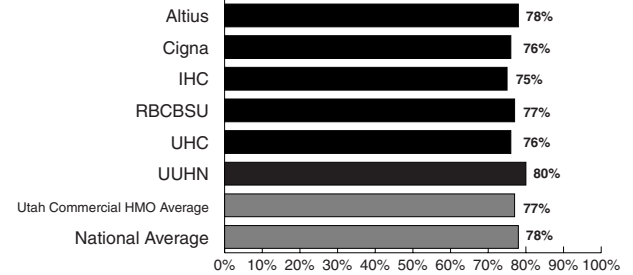
Getting needed care

This graph shows the percent who responded “not a problem” when asked about getting: 1) a personal doctor they are happy with, 2) a referral to see a specialist, 3) necessary care, and 4) timely approvals for care.



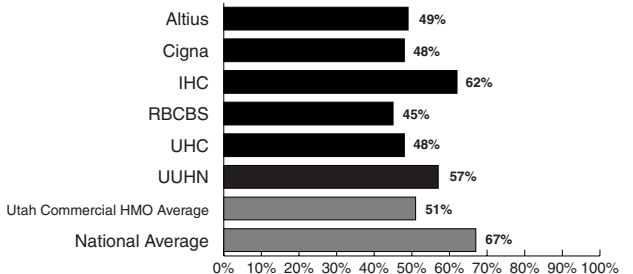
Getting care quickly

This graph shows the percent who responded “always” or “usually” when asked about getting: 1) advice, 2) timely care for illness/injury, 3) timely appointments, and 4) responded “never” or “sometimes” to waiting over 15 minutes past their appointment time.



HMO customer service and information

This graph shows the percent who responded “not a problem” when asked about: 1) getting needed help from customer service, 2) finding or understanding written HMO information, and 3) filling out forms.



Source of National Average: NCQA, 2001. “The State of Managed Care Quality.” NCQA Website: www.ncqa.org

DOCTORS AND MEDICAL CARE

Are clients satisfied with their doctors and other health care providers?

Stars compare each HMO's score to the average score for Utah Commercial HMOs and show differences among HMOs. Three stars mean a higher-than-average performance. If all HMOs have two stars, all HMOs' performance on the topic is about the same. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

Performance Compared to the Average

- ★★★ **Higher.** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average.** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower.** HMO score is below the average for Utah commercial HMOs.

COMMERCIAL ADULT SURVEY



HMO

Rating of
health
care

Rating of
personal
doctor/nurse

How well
doctors
communicate

Courtesy/
respect/
helpfulness
of office staff

Altius

★★

★★★★

★★

★★

Cigna

★

★

★★

★★

IHC

★★

★★

★★

★★

RBCBSU

★★

★★

★★

★★

UHC

★★

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★★

UUHN

★★★★

★★★★

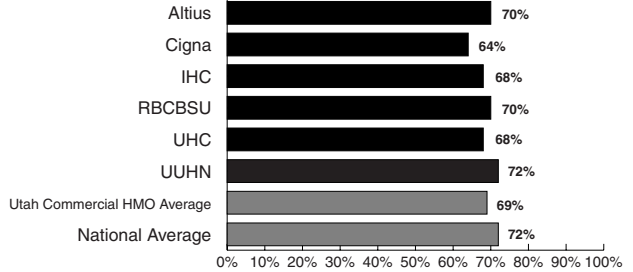
★★★★

★★

COMMERCIAL ADULT SURVEY

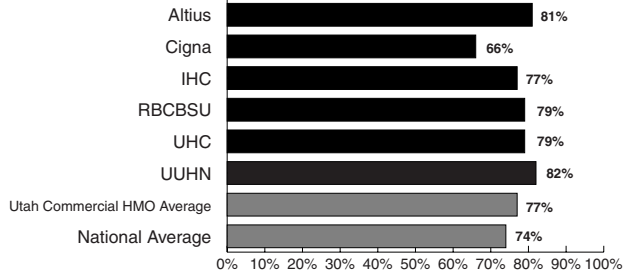
Rating of health care

This graph shows the percentage of people who rated their health care as 8, 9, or 10 on a 0 to 10 point scale, with 10 being "best health care possible."



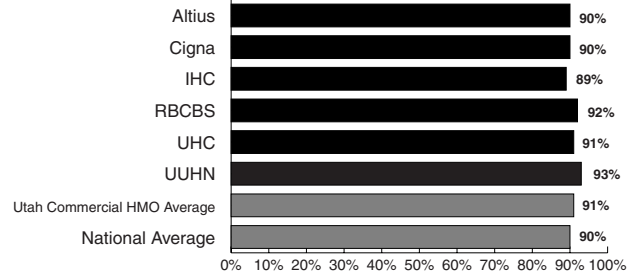
Ratings of personal doctor/nurse

This graph shows the percentage of people who rated their personal doctor or nurse as 8, 9, or 10 on a 0 to 10 point scale, with 10 being the best.



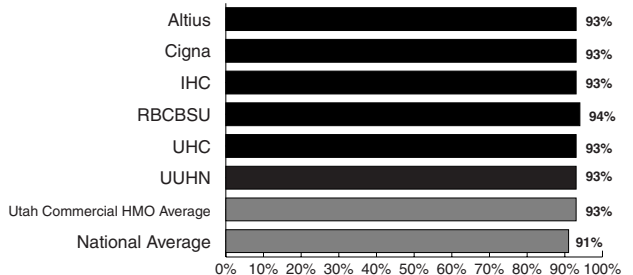
How well doctors communicate

This graph shows the percentage of people who responded "always" or "usually" when asked about their doctor: 1) listening carefully, 2) explaining things clearly, 3) showing respect, 4) spending enough time with them.



Helpfulness of office staff

Courtesy, respect, and helpfulness of medical office staff. This graph shows the percentage of people who responded "always" or "usually" when asked if office staff: 1) treated them with courtesy and respect and 2) were as helpful as they should be.

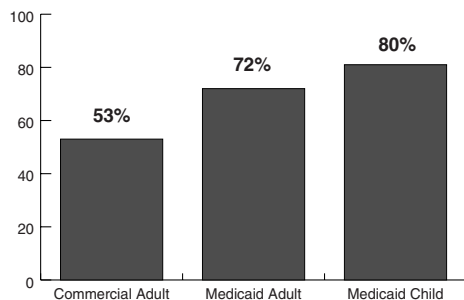


Source of National Average: NCQA, 2001. "The State of Managed Care Quality." NCQA Website: www.ncqa.org

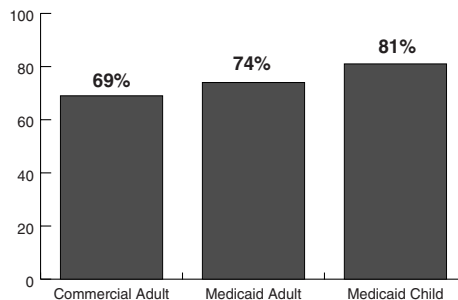
COMPARISONS OF 2001 SURVEY RESULTS



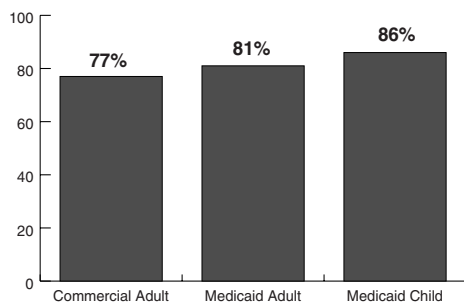
Rating of HMO
(% 8,9,10 on a scale of 0-10)



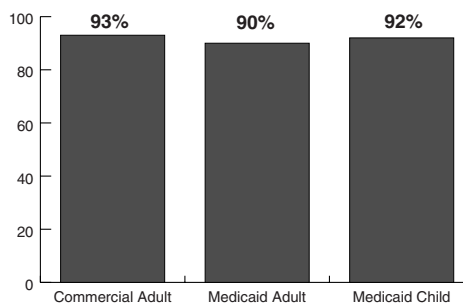
Rating of Health Care
(% 8,9,10 on a scale of 0-10)



Rating of Personal Doctor/Nurse
(% 8,9,10 on a scale of 0-10)



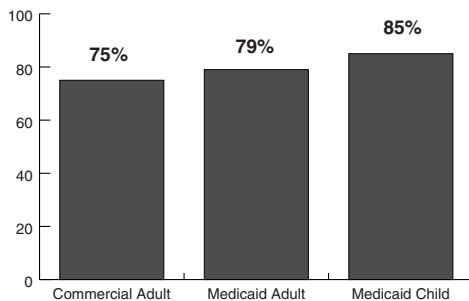
Helpful Office Staff
(% usually and always)



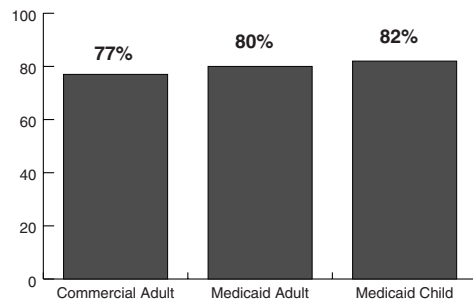
COMPARISONS OF 2001 SURVEY RESULTS



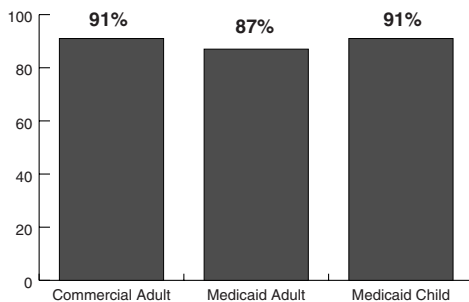
Getting Needed Care
(% not a problem)



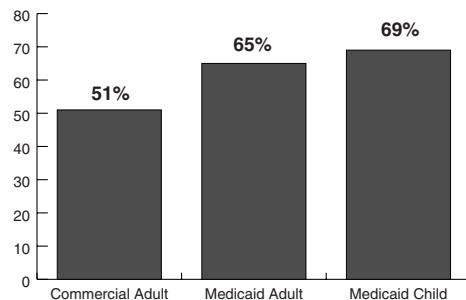
Getting Care Quickly
(% usually and always)



Doctors Communicate
(% usually and always)



Customer Service Experience
(% not a problem)



ACKNOWLEDGMENTS

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* This report is developed by Chung-won Lee and reviewed by participating HMOs and the UHDC members. For more information about this report, contact the Office of Health Care Statistics at (801) 538-7048.

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